

# MONDAY, MARCH 16<sup>TH</sup> THROUGH MONDAY, MAY 15<sup>TH</sup>

## THE DISTRICT OF COLUMBIA GOVERNMENT IS OPERATING UNDER A MODIFIED STAFFING PLAN.

Essential services continue to be delivered to residents and some government operations will be performed fully remotely, and at public buildings but under modified operations.

**The Department of Human Services (DHS) will continue to provide critical services to residents accordingly:**

### ACCESS TO SHELTER

Low-barrier, emergency, family, and youth shelters will remain open.

low barrier shelters are extending daytime hours and serving meals.

#### **Virginia Williams Family Resource Center**

is conducting Assessments for Homeless Services via phone. The Center is closed to the public for in-person interviews.

Families seeking emergency shelter should call the **DC Shelter Hotline** at **202.399.7093 or 311**, 24 hours a day, 7 days a week.

### SHELTER HOTLINE AND TRANSPORTATION

#### **The Shelter Hotline is open.**

Free transportation to emergency shelter is available to anyone experiencing homelessness in the District by calling the Shelter Hotline at **202.399.7093 or 311**.

### OUTREACH

Outreach workers are continuing to provide services to people experiencing homelessness with a focus on welfare checks, connection to medical support, and providing life-saving supplies such as hand sanitizer, blankets, etc.

### DROP-IN CENTERS

**Zoe's Doors Youth Drop-in Center** will remain open.

**Sasha Bruce Youth Drop-in Center** will remain open.

**The Downtown Day Services Center** and the

**Adams Place Day Center** are closed.

### NEW APPLICATIONS FOR PUBLIC BENEFITS

Residents applying for public benefits may visit [dhs.dc.gov](https://dhs.dc.gov) to complete an online application, or visit one of these

#### **DHS Service Centers:**

H Street, Taylor Street, Congress Heights to pick up and drop off public benefits application and eligibility documents.

Public benefits questions may be directed to the call center at **202.727.5355**.

### MID-CERTIFICATION OR RECERTIFICATION OF PUBLIC BENEFITS

Customers who receive Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, Alliance, and other public benefits provided by DHS, do not need to take any action at this time to continue receiving existing benefits that would otherwise expire during March, April, and May. Those benefits will be automatically extended.

### FAIR HEARINGS

During the District's COVID-19 State of Emergency status, customers receiving public benefits may request a Fair Hearing at **202.698.3955** or **202.535.1182**. Clients receiving homeless services within the Continuum of Care (CoC) may request a Fair Hearing at **202.442.9094**.

### CASE MANAGEMENT VISITS AND ASSESSMENTS

Case management services will continue to be provided across DHS programs by phone or video whenever possible.

PLEASE CONTINUE TO VISIT **CORONAVIRUS.DC.GOV** FOR THE MOST UP-TO-DATE INFORMATION, LATEST NEWS, AND RESOURCES TO SHARE WITH THE COMMUNITY.

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### CHILD CARE

Child care applications and documents can be dropped off at the Congress Heights or Taylor Street Service Centers, and staff will call customers for an interview.

Recertifications are automatically processed and valid for 60-90 days. Customers with a voucher requesting reassignment, may contact the selected child care provider. An office visit is not required.

### EBT CARDS

As part of the evolving response to the coronavirus (COVID-19) public health emergency, effective **Monday, April 20**, all ESA customers will receive their new and replacement Electronic Benefits Transfer (EBT) cards via US mail, which will be sent to their address on record in their ESA case. Customers may update their mailing address by calling the **Call Center at (202) 727-5355**.

For customers with no fixed mailing address, the EBT Offices at **645 H Street NE** will operate with the following limited hours. The EBT Office located at **1649 Good Hope Road SE** is temporarily closed.

**Monday: 7:30 AM – 4:45 PM\***

**Wednesday: 7:30 AM – 12 noon\***

**Friday: 7:30 AM – 4:45 PM\***

**\*Hours are subject to change**

### EMERGENCY RENTAL ASSISTANCE PROGRAM

During the COVID-19 (coronavirus) public health emergency, the **Emergency Rental Assistance Program (ERAP)** continues to provide services and assist District residents. Customers may call providers directly regarding existing requests or to apply for new assistance. All appointments will be conducted via phone.

### RESOURCES

#### Homeless Day Centers & Meal Sites:

- **Miriam's Kitchen**  
2401 Virginia Avenue NW
- **N Street Village Women's Day Center**  
1333 N Street NW
- **So Others Might Eat (SOME)**  
71 O Street NW
- **Salvation Army Social Services Center**  
2300 Martin Luther King SE  
Birth certificates, IDs, food, clothing, and furniture assistance.  
Thursday | 9:30 a.m. - 3:00 p.m.

#### Low Barrier Shelters:

- DHS will extend daytime hours and serve lunch at low barrier shelter and hypothermia locations at **Malcolm X Opportunity Center** and **King Greenleaf Rec Center**.

### RESOURCES

#### Behavioral Health

- The 24-hour telephone access to a mental health clinician and 24-hour suicide prevention lifeline at **1.888.793.4357** is available always and is ready to serve.
- The Community Response Team will continue to respond to adults in psychiatric crisis in the home or community for counseling and transportation to emergency treatment if needed.

#### DC Health

- DC Health Vital Records office will be open to the public, by appointment only, on Monday and Thursday from 9 am – 1 pm until further notice. To make appointment, visit: <http://appts.dcvims.com/> or call **202.442.9289**.

Remote ordering options for Vital Records services are available at <https://dchealth.dc.gov/vital-records>.

## DISTRICT'S COVID-19 HOTLINE

Starting Monday, April 13, residents that are homebound because of COVID-19 can request support from the District for food and other essential items.



**Call:**

**1-888-349-8323**



**Online:**

**coronavirus.dc.gov/gethelp**